

Vendor Question/Clarification Document

Request for Information; Qualified Vendors Capable of Supporting Exchange Business Functions
Issued March 9, 2012

- Q1. As personnel are typically assigned as part of an RFI process, is it acceptable to provide sample roles and a list of skill sets for the Qualifications section?

We are interested in obtaining information on key individuals that would be dedicated to support the development and establishment of the business functions to support the Connecticut Exchange. As stated in the RFI, respondents should provide resumes or biographical statements of key personnel.

- Q2. The RFI indicates that all portions of the Exchange are represented here. For the RFP, do you anticipate including all items in one RFP, or do you intend to break out technology versus services, or module by module?

We have not made a decision as to whether we will issue a single RFP or multiple RFPs.

- Q3. You mention non-English speaking users of the Exchange: What languages do you intend the Exchange to support on- and off-line?

The Exchange will need to support multiple languages.

- Q4. If this RFI were to move into an RFP, what do you expect the start date to be for building the Exchange? This information is needed to build a sample timeline for the RFI response.

The Exchange will need to begin enrolling people in coverage on October 1, 2013. Respondents should develop a timeline based on this start date.

- Q5. Within the pricing section, you mention a number of possibilities (hosting, onsite; purchase or license, etc.). Should all of these options be broken out separately or may they be described together as options for the State's consideration?

Respondents may choose either approach.

- Q6. What systems would the Exchange need to integrate with for the full solution? You have mentioned the Federal Hub as one such example. What other systems and organizations do you envision integrating with the Exchange?

Respondents are expected to identify the systems and organizations that will need to integrate with the proposed solution. The federal data services hub is one example.

- Q7. What is the estimated number of users within the Exchange? What is the estimated volume of Exchange customers: Broker? Individuals? Employers?

Estimates of the number of Exchange users have not been developed.

- Q8. Will the Exchange please outline its direction and future plans for the possible integration of eligibility functionality for other health and human services programs within the State, such as TANF, SNAP and others?

Future plans have not yet been developed.

- Q9. Please provide an estimate of the number of both internal and external users of the system.

Estimates of the number of Exchange users have not been developed.

Q10. The Submission Format Requirements state that bidders provide a "Narrative Response that addresses each Functional Area (3 pages each, max 30 pages). However, Section III: Scope lists 12 functional areas. Would the State consider amending the page limits of this section so that each functional area has the possibility of 3 pages of narrative?

Yes. Respondents should limit their response to three pages per functional area.

Q12. Will the State allow the description of a critical area to extend beyond 3 pages if other sections are less than 3, so long as the overall section page limit is met?

Yes. Respondents should limit their overall response for the functional areas to 36 pages in total.

Q13. The RFI requests Vendors to provide information that may be confidential, proprietary, and trade secrets. May the Vendor mark the entire RFI response confidential and not subject to disclosure to third parties in accordance with Connecticut law?

No. Please see response to Q14.

Q14. In the alternative, may the Vendor mark those portions of the RFI that are confidential, proprietary, and trade secrets as confidential under Connecticut law and not subject to disclosure to third parties in accordance with Connecticut law?

Yes, but the vendor must adhere to the State's standard contract language as specified below:

If the proposer indicates that certain documentation, as required by this RFP, is submitted in confidence, by specifically and clearly marking said documentation as **CONFIDENTIAL**, the Exchange will endeavor to keep said information confidential to the extent permitted by law. The Exchange, however, has no obligation to initiate, prosecute or defend any legal proceeding or to seek a protective order or other similar relief to prevent disclosure of any information pursuant to a FOIA request. As set forth below, the proposer has the burden of establishing the availability of any FOIA exemption in any proceeding where it is an issue. In no event shall the Exchange or any of its staff have any liability for disclosure of documents or information in the possession of the Exchange which the Exchange or such staff believes to be required pursuant to the FOIA or other requirements of law.

IMPORTANT NOTE: If the information is not readily available to the public from other sources and the proposer submitting the information requests confidentiality, then the information generally is considered to be "given in confidence." A convincing explanation and rationale sufficient to justify each exemption from release consistent with Section 1-210(b) of the Connecticut General Statutes shall be prepared by the proposer and shall accompany the proposal. The rationales and explanation shall be simply stated in terms of the prospective harm to the competitive position of the proposer that would result if the identified information were to be released, and you shall state the reasons why you believe the materials are legally exempt from release pursuant to Section 1-210(b) of the Connecticut General Statutes.

Q15. In either situation above, will the State provide Vendors reasonable notice and an opportunity to protect its confidential information, proprietary information and trade secrets prior to disclosure to third parties?

Yes, but as stated in the response to Q14, the Exchange has no obligation to initiate, prosecute or defend any legal proceeding or to seek a protective order or other similar relief to prevent disclosure of any information pursuant to a FOIA request.

Q16. Will the Responses to the RFI be made publicly available?

Yes.

Q17. If we have recommendations outside the scope of the RFI, should we provide our thoughts and guidance at this particular time using the RFI vehicle?

Yes. As stated on page 5 of the RFI, "Vendors are encouraged to identify additional functionality or services that they feel would be beneficial to the Connecticut Exchange."

Q18. Does the State intend to have the solution provider turn-over the HIX technology platform to a State Agency once the System/Solution is up and running?

That decision has not yet been made.

Q19. Does the State prefer in-state Call Centers for the HIX Solution?

Connecticut's preference is to utilize Connecticut residents and businesses to the greatest extent possible.

Q20. What technology standards does the State of Connecticut expect the vendor to leverage and adhere to through this RFI? Does the State want to automate as much of the functionality through the Portal?

Please see the update to this RFI, which is posted on the Connecticut Exchange web site, for additional information on technology standards. The federal government has enumerated a number of standards for state Exchanges, and respondents are expected to be well aware of those standards. Connecticut intends to leverage the Bureau of Enterprise System Technology's (BEST) standards and will post a summary of these standards by March 26, 2012 COB for reference.

Connecticut is looking to automate as much functionality as possible, while also recognizing that consumers will need assistance in completing the eligibility and enrollment process.

Q21. Does the State feel or envision that a combination of Web Portal and Call Center counseling will be necessary for a majority of Exchange transactions?

Connecticut expects that many consumers will need assistance in completing the eligibility and enrollment process.

Q22. Due to the timeframe of implementation of the solution is the State willing to look at a model in which the solution is housed off-site similar to a Software-as-a-Service (SaaS) arrangement?

Connecticut is open minded with regard to the proposed solution and has not yet chosen a preferred approach.

Q23. Will the State prefer a solution that goes beyond "Just advertising" and "gets down to the grass roots" of the community to get to all the uninsured citizens of Connecticut on a regular and on-going basis?

Connecticut is committed to expanding coverage to all residents.

Q24. If we are only a supplier/vendor for services, and do not have an interest in the IT part, is that still part of this current RFI, or will there be a separate proposal for only providing non-insurance health products?

This RFI is for qualified vendors capable of supporting the business processes of the Connecticut Health Insurance Exchange, including the information technology necessary to support the operations of the Exchange. Please see "Minimum Requirements for Respondents" on pages 9 and 10 of the RFI.

